

RFP Questions

1. **9.4, page 13** *In order to be considered responsive to the RFP the Vendor must agree to utilize either the CDM or similar software to the degree necessary to accomplish the goals of the program or otherwise have a system that will interface with ADSS' system.*
As part of the RFP process, given the short time between Award and Projected Start of Services, can ADSS provide any technical details to assist our efforts in interfacing our existing technology with the ADSS CDM and your related systems?
ADSS is currently experiencing difficulties with the CDM software and it is not known at this time if it will continue to be used in the future. ADSS strives to have a system that is easily interfaced with other technology and would work with the selected vendor's system.
2. **9.3, page 11, Task 9** *Brokering Workers Compensation*

Is workers compensation included in the Individuals' service plan?
Or is it to be built into the Per Member/Per Month fee?
Is workers compensation required to be established in the Individual or as a "blanket plan"?
Workman's Comp in Alabama is optional. If the individual client wishes to offer workman's comp for their employees, they are required to purchase coverage from individual insurance companies with their budget dollars. The cost would be identified in their approved spending plan budget.
3. Who is the incumbent Vendor? **This question is not relevant to information needed for the current RFP.**
4. What is the current Per Member/Per Month fee? **This question is not relevant to information needed for the current RFP.**
5. Does the State of Alabama want 2 separate pricing structures (one for the payroll and one for the goods/services)? **No, we utilize one budget for all services. The Vendor would need to track all items separately.**
6. Can you provide more demographic information on which counties have more lives in the self-directed model? **Not sufficient detail in question to be able to answer.**
7. Is there currently a contractor providing fiscal, payroll and invoice payment? **This question is not relevant to information needed for the current RFP.**

8. If so, what is the current per member per month fee? This question is not relevant to information needed for the current RFP.
9. What is the current PM/PM? This question is not relevant to information needed for the current RFP.
 - a. Is there currently an enrollment fee? If so, what is the amount? This question is not relevant to information needed for the current RFP.
10. The Vendor is expected to submit invoice for the client's monthly budget.
 - a. Can the invoice be submitted electronically? A signed hard copy is required at this time.
 - b. Is payment made electronically? Not at this time
 - c. Is the Vendor pre-paid? (Money received before services are rendered) ADSS makes every effort to ensure that the Vendor receives the money for the client's approved budget before the beginning of the month for which the client is approved to receive services. In the event that payment from Medicaid is delayed, ADSS would expect the Vendor to operate from the capitol money described in Section 9.5.
11. Is the assistance provided representatives/employers in completing and submitting Enrollment Packets and Worker Packets expected to be face to face or telephonic? The initial assistance in completing the packet is provided by the ADSS/AAA counselor. The Vendor would be responsible for developing forms applicable for information needed regarding the services the Vendor provides. The Vendor must be available to assist with any related questions. Telephonic is allowed as long as the assistance the client is provided is sufficient for meeting their need.
12. Is it optional for employers to obtain worker's compensation insurance? Yes
13. Is workers compensation paid for out of the employer's budget? Yes
14. Is the orientation the Vendor provides to the employer expected to be in-person? See #11
15. What employer skills are expected to be addressed in the employer training? Our Counselor has the primary role in training and it is not anticipated you will have to provide any employer skills training. The Vendor would be responsible for developing

forms applicable for information needed regarding the services the Vendor provides and would be responsible for training of ADSS/AAA counselor staff. The Vendor would need to provide assistance for questions related to those forms and or the Vendor process.

16. Is an in-state office a requirement for the Vendor? Not at this time. However, ADSS would expect the Vendor to make accommodations if the program expands to the extent that services provided over the phone no longer meet the needs of the program.
17. What alternative formats, besides large print, are materials expected to be produced in? This would be based on the needs of the client. It may require that the documents be produced in an alternate format such as another language.
18. Please explain what is meant by an "automated log". Automated log refers to a method of being able to capture the required elements on page 7 in a format that can be electronically submitted to ADSS.
19. What is the length of the reporting period? The length of the reporting period would vary according to the specific type of report. Required reports will be defined by ADSS.
20. How will the prospective payment amount be calculated and distributed? The State determines the formula for the budget and the Counselors at the local AAA level assists the client in developing the spending plan. The current participant budget is established based on the number of hours authorized through the care plan established as the result of the waiver case manager's assessment. The hours are assigned a dollar amount based on historical data. An administrative fee is subtracted and the remaining amount is the total dollars left for the client to budget for their services.

The Vendor is responsible for the disbursement of the budget funds according to the approved spending plan. This information would be kept on each individual enrolled in the program. The Vendor would distribute payment to the employee based on submitted timesheets that are in accordance with the approved spending plan. Any administrative costs for providing these services would be invoiced separately to the State.
21. What is the cost of a background check? The cost of background checks can vary dependent upon which method the Vendor uses.
 - a. What is the ratio of employees to employers? While this can vary, the majority of clients have one to two employees

22. Are electronic records permissible with ability to print if requested? **Yes**
23. Is a face to face enrollment meeting with the member acceptable practice? **The Vendor can propose whatever method they believe to be sufficient for meeting the requirements of the RFP.**
24. What are the acceptable electronic formats for billing and remittance?
- a. Is it acceptable to submit claims with an 837 submission file? **That option is not currently available for ADSS clients. Other state agencies may have that capability. Each separate program would have individual requirements for billing and payments.**
 - b. Is an 835 claim remittance file available? **That option is not currently available with ADSS clients**
 - c. Can we submit multiple claim lines? **That option is not currently available with ADSS clients.**
 - d. Is there a limit on the number of claims that can be sent at one time? **No, ADSS would expect to receive claims for clients active for the current month of billing unless otherwise specified by ADSS.**
 - e. Do we submit billing in daily, weekly, or monthly increments? **At this time, ADSS accepts monthly billing**
 - f. How long is timely filing? How much time is allowed for resolution of issues if claims are denied? **The fiscal staff at ADSS works directly with the Vendor on any denied claims. The Vendor has one year from date of service to resolve denied claims**
25. What type of criminal background check is required? Is an online check acceptable? **A state-wide check to include local municipalities, the National Sex Abuse Registry and the Alabama Nurse Aide Abuse Registry. An online check is acceptable as long as the appropriate items are verified.**
26. Is a driver's license acceptable documentation to prove state residency? **It is one form that is acceptable.**
27. Is an electronic time sheet permissible? Time entry is stored electronically with reports generated of hours worked and payment. ? **Currently, paper time sheets are being utilized and they are faxed or mailed to the F/EA. We could consider electronic timesheets however, many areas of the State do not have internet service. Therefore, we would**

require the Vendor to have the capability of maintaining a paper process for those clients that do not have internet service.

28. What elements must be on a time sheet for it to be considered accurate for payment? The time sheet must contain sufficient information to show the duties performed, the time, date and signatures.
29. What is the expected enrollment in years 2 and 3? See Section 1.1, page 4 of RFP
30. What alternative formats are materials expected to be in? See question # 17
31. Does the employer (member or representative) set the employee's wage? Yes
32. If the participant is active in the system but does not spend during a month but the Vendor still provides services, the Vendor eligible to receive the pm/pm? If the client is eligible and received any services during the month, the Vendor would get paid. However, for example, the client was in the hospital for the entire month and no services were provided, the Vendor would not get paid that month as Medicaid will not pay two providers for same date of service.
33. How long is an individual authorized for services? Medicaid eligibility in Alabama is on a month to month basis. As long as the client remains eligible for Medicaid and meets the requirements for participation in the program, services would continue.
34. Who assess the individual for services? Case managers for the EDW program
35. Are authorizations received electronically? Once ADSS staff reviews and approves the spending plan, the Vendor will be notified via e-mail by the counselor of the approved start date for the client.
36. How often are budgets revised? Any revised budgets must be approved by ADSS. The budget would be revised effective for the first of the following month.
37. Are web access reports acceptable for recurring reports to the state? The Vendor is required to meet the reporting requirements as set forth by ADSS. The state would work with the Vendor to determine if the reports meet the requirements.

38. How many payments per employer are anticipated each month? Each client varies with the number of payments required. The Vendor should plan to anticipate at a minimum, payments to two employees, payment for goods and services, and payment to those clients who receive a cash budget amount.
39. Are Vendor payments made to the Vendor or to the employer? In the current program, the Vendor makes direct payments for those entities that will submit an invoice; otherwise the payment is based on a receipt from the individual client. The payment is made only for items authorized in an approved spending plan. Goods and Services comes out of budget dollars from approved spending plans.
40. Is the employer allowed to move funds between service categories and Vendor expense in the budget? Any movement of funds would be authorized by the State on an individual basis. The Vendor should have a procedure in place to ensure that clients do not exceed their monthly budget amount.
41. How frequently are Vendor payments made? Monthly
42. What is the average budget size? Approximately \$750.00 per month.
43. What service codes, HCPCS codes, and modifiers are used? The Vendor does not use codes to bill as ADSS submits requests for payment to Medicaid. The Vendor submits an invoice with the required billing information.
44. How are we notified if a code has been added or changed? N/A at this time
45. How will we verify eligibility? ADSS staff is responsible for verifying eligibility of clients
46. Regarding Vendor Fiscal Employer Agent RFP Section 1, pg.3 - Is there currently an incumbent Vendor for FMS Services? This question is not relevant to information needed for the current RFP.
47. Regarding Vendor Fiscal Employer Agent RFP Section 1, pg.3 - Who is the incumbent Vendor? This question is not relevant to information needed for the current RFP.

48. Regarding Vendor Fiscal Employer Agent RFP Section 1, pg.3 - What PMPM is currently being paid to the incumbent FMS provider? **This question is not relevant to information needed for the current RFP.**
49. Regarding Vendor Fiscal Employer Agent RFP Section 1, pg.4 - Is there an enrollment/setup fee currently being charged by the incumbent FMS provider? **This question is not relevant to information needed for the current RFP.**
50. Regarding Vendor Fiscal Employer Agent RFP Section 1, pg.4 - How many program participants are currently enrolled in the program? **104**
51. Regarding Vendor Fiscal Employer Agent RFP Section 1, pg.4 - What is the average monthly budget for participants enrolled in the program? **See question #43**
52. Regarding Vendor Fiscal Employer Agent RFP Section 2, pg.6 - How are participant enrollments currently being conducted? **See question 11.**
53. Regarding Vendor Fiscal Employer Agent RFP Scope of services, pg.9 - What is the process for collaboration between ADSS administrative staff and Vendor Personnel to ensure program optimization? **ADSS staff will work closely with the Vendor to ensure all program requirements are met.**
54. Regarding Vendor Fiscal Employer Agent RFP Scope of services, pg.9 - Will ADSS designate an administrative liaison to communicate with Vendor staff regarding program operation and optimization? **Yes, ADSS has a Personal Choices Program Manager and a Program Director.**
55. Regarding Vendor Fiscal Employer Agent RFP Scope of services, Section two, pg.10 - Will Vendor Staff be allowed to assist ADSS's Counselors with participant enrollment, education and program training responsibilities? **Yes as defined by ADSS.**
56. Regarding Vendor Fiscal Employer Agent RFP Section 9.2: Statement of Work, pg.13 - Does the incumbent Vendor have a transition plan in place to provide the awarded Vendor all pertinent participant information in a timely manner? **Yes**

57. Regarding Vendor Fiscal Employer Agent RFP Key Task Four: Payroll Process, pg.24 - What is the current payroll frequency? **This question is not relevant to information needed for the current RFP.**
58. Regarding Vendor Fiscal Employer Agent RFP Key Task Four: Payroll Process, pg.24 - How are disbursements to employees currently being made? **This question is not relevant to information needed for the current RFP.**
59. Regarding Vendor Fiscal Employer Agent RFP Key Task Seven.3, pg.38 - Does the incumbent Vendor have a participant training program that is conducted at enrollment? **This question is not relevant to information needed for the current RFP.**
60. Regarding Vendor Fiscal Employer Agent RFP Key Task Seven. 3, pg.38 - Does the incumbent Vendor currently perform enrollments in person at the location of the participant's choosing? **This question is not relevant to information needed for the current RFP.**
61. **RFP §1.1 Potential Growth of Consumer Direction Programs on Page 5:**
The RFP mentions potential program growth of approximately 986. How many individuals are currently enrolled on existing consumer-directed programs? **See question # 30**
62. **RFP §2 Information for Bidders, Paragraph 1 on Page 5:**
If the Department of Veteran's Affairs allocates funding for VDHCBs, will the Vendor F/EA bill the VA directly for veteran's budgets? **Yes**
63. **RFP §2 Information for Bidders, Paragraph 1 on Page 5:**
If the Department of Veteran's Affairs allocates funding for VDHCBs, will the veteran's budgets be paid to the Vendor F/EA prospectively, or will the Vendor F/EA be required to advance funding for those individuals? **Unknown**
64. **RFP §2 Information for Bidders, Bullet 10 on Page 6:**
Does "returned payments" in this sentence refer to uncashed checks, or budgeted funds that were not spent by the individual/representative? **A returned payment could apply to the individual or their worker. ADSS policy will specify which monies are to be returned to ADSS and which apply to the unclaimed property law. The balance of budgeted funds not spent will be returned to ADSS according to ADSS established policy.**
65. **RFP §2 Information for Bidders, Paragraph 1 on Page 8:**
With the Vendor F/EA receiving prospective payment of individual budgets, please describe what occurs when funds are under-utilized for a period. Specifically, will funds

be returned to Medicaid/Medicare/VA after a period of time, or must funds be turned over to department charged with executing Alabama's Unclaimed Property Laws? **ADSS has a process for the return of funds for client's who terminate the program. Most likely, ADSS would offset future payment to Vendor for any monies received for clients that terminate the program. Once notified of a client's termination, the monthly payment of a budget will cease.**

66. RFP §3 Scope of Service, End of Paragraph 1 on Page 10:

Is there an exclusion list provided to the Vendor F/EA by ADSS, or is the individual/representative allowed to choose who to hire based on the results of the background check? **ADSS allows the individual to determine who they hire as long as they fall within the requirements of the program.**

67. RFP §3 Scope of Service, Last Sentence of Paragraph 1 on Page 10:

Is the payment for two (2) background checks a lifetime limit for the individual, or does this count reset after a period of time? **It applies to each admission of the client to the program. For example, if the client terminates from the program and is readmitted at a later date, the Vendor would be responsible for 2 more checks.**

68. RFP §3 Scope of Service, Last Sentence of Paragraph 1 on Page 10:

What is the cost of each background check? **See question # 21**

69. RFP §3 Scope of Service, Part Six, Pages 10-11:

What is the pay schedule for Vendor payments? **Monthly**

70. RFP §3 Scope of Service, Part Six, Pages 10-11:

Approximately how many Vendor payments are generated each month? **See question # 39**

71. RFP §11, Phase Two Evaluation Criteria (Budget), Last Sentence of Paragraph 1 on Page 15:

Should the Vendor F/EA's proposed cost budget be submitted in a separate sealed envelope? **It may be included as a separate attachment or separately in a sealed envelope.**

72. RFP §11, Phase Two Evaluation Criteria (Budget), Page 15:

What is the PMPM paid to the current Vendor F/EA? **This question is not relevant to information needed for the current RFP.**

73. **RFP Appendix B, Section IV, Key Task Four: Payroll Process, Page 24:**
Please explain the payroll cycles (i.e., bimonthly, biweekly, etc.) and paydays. **Payroll should occur on a biweekly basis.**
74. **RFP Appendix B, Section IV, Key Task Four: Payroll Process, #83 Page 33:**
Is the Vendor F/EA required to withhold and pay union dues for any of the consumer-directed programs? **Alabama does not have union workers**
75. **RFP Appendix B, Section IV, Key Task Four: Payroll Process, #89-90 Page 33:**
Would ADSS consider requiring direct deposit across the board for all payments made to workers? **Direct deposit is allowable for workers who select that method of payment. Otherwise, a paper check is required at this time.**
76. **RFP Appendix B, Section IX, Key Task Nine: Brokering Workers' Compensation on Page 39:**
What percentage of individuals/representative currently purchases workers' compensation premiums? **None at this time.**